

Andy Engel

UX Research & Design

abengel.com/andy

andy@abengel.com

406-540-2103

Seattle, WA

Education

University of Michigan, School of Information / MS Information, UX specialization, 2019 (3.955 GPA)

Wayne State University / PhD English, 2012 (4.0 GPA)

Washington University in St. Louis / BS Architecture, cum laude, 2003 (3.35 GPA)

Experience

ProQuest / UX Fellow

Sep 2017 – Aug 2019, Ann Arbor, MI

- Improved workflows, establish performance benchmarks, and supported business requirements for corporate and academic products using qualitative and quantitative methods
- Developed affinity maps, personas, and journey maps and redesigned products—sketches, wireframes, prototypes—based on user feedback using Axure, Sketch, and InVision
- Audited products for accessibility to align with WCAG guidelines and created remediation documents

University of Michigan Library / Accessibility Intern

Jan 2019 – Apr 2019, Ann Arbor, MI

- Enhanced accessibility in librarians' evaluations of electronic resources using qualitative research methods interviews, affinity walls, and co-design activities
- Successfully scoped the project timeline, created visualizations using Lucidchart, and provided process improvement recommendations

Ann Arbor District Library / UX Consultant

May 2018 – Aug 2018, Ann Arbor, MI

- Designed and tested customizable notifications workflows using Sketch that aligned with the look and feel of the library's newly refreshed website
- Demonstrated successful designs with usability tests running on Maze showed that more than 75% of the 200+ users were able to successfully navigate the new designs and complete the usability tasks

Wiley College / Department Chair, English

Aug 2012 – Jul 2015, Marshall, TX

- Managed 9 faculty members, redesigned the department's curriculum to reflect best practices, and co-created the first conference of its kind at an HBCU in response to student interest

US Peace Corps / Peace Corps Volunteer

Jun 2003 – Jul 2004, Jamaica

- Performed a community needs assessment and started a local Habit for Humanity chapter

Publications & Presentations

- "Situated Access: Implications of Removing the User from Accessibility Evaluations"
16th Annual Conference in Citizenship Studies: Technology & Citizenship, March 2019
- [Flickering Cities: Multimedia City Fabrics and the Changing Nature of Citizenship](#)
Dissertation, 2012
- "Talking to Yourself: Garfield Minus Garfield as an Introduction to Techno-Companionship"
Reconstruction: Studies in Contemporary Culture 11.4 (January 2012)

Skills

Design - Agile, Sketching, Journey Mapping, Personas, Scenarios, Wireframing, Rapid Prototyping

Research - Accessibility Design, Contextual Inquiry, Interviews, Task Analysis, Usability Testing, WCAG & §508

Software - Adobe Creative Suite, Axure, CSS, Figma, HTML, Illustrator, InVision, NVDA, Sketch, Wave